Freedom of Information Act 2000
&
Environmental Information Regs. 2004 response.

Gun Wharf, Dock Rd,
Chatham,
ME4 4TR.
Email: gdpr@medway.gov.uk

Our Ref: FOI003389
Your Ref (if provided):
INF003317

Response to your Information Request.

Dear requester,

Thank you for your request for information made under the Freedom of Information Act 2000 (or Environmental Information Regulation 2004). Your request for information and the council's response is as follows:

Request:

Question –

I am submitting a Freedom of Information request concerning the maintenance, cleanliness, litter management, safety through CCTV, and lighting in several public spaces in Medway that have undergone significant regeneration. The locations I am particularly concerned about include:

- Chatham Waterfront Bus Station
- Medway Park Gillingham
- Chatham Military Road
- "The Paddock" park at Globe Lane
- Gillingham High Street
- Great Lines Heritage Park

Please provide the following information:

1. Maintenance Commitment:
- Is Medway Council committed to the regular upkeep and deep cleaning of these areas, considering the substantial regeneration funds that have been allocated to these sites?
- What specific measures are currently in place to address visible issues such as chewing gum, grime, and pollution from vehicle emissions in these locations?
- Can you detail any recent or planned initiatives for deep cleaning, including power washing, for the aforementioned areas?

Medway Council provide continuous street cleansing operations in Military Road, The Paddock & Gillingham High Street. These include a morning mechanical cleanse, continuous manual operative cleanse/litter bin emptying and a weekend cleanse per day.

Along with continuous street cleansing operations, Medway Council provide residents with sufficient litter bin provisions across these locations to dispose of litter, including chewing gum.

Along with continuous street cleansing operations, Medway Council ensure litter bins are adequately cleansed by daily surface cleansing and periodical in depth cleansing via jet washing.

Chatham Waterfront Bus station

Toilet Cleaning: The toilets at Chatham Waterfront Bus Station are cleaned five times a day to ensure they remain hygienic and presentable for all users.

Litter Picking and Glass Washing: Litter picking and glass washing are conducted daily. This routine maintenance helps to keep the bus station clean and safe for passengers and staff.

Platform Cleaning: Any mess or spills on the platforms are addressed and washed as and when required. This ensures that the platforms are kept clean and safe for all users.

Deep Cleaning of Platforms: The platforms undergo a deep cleaning process two to three times a year, depending on budget availability. This deep clean helps to maintain the overall cleanliness and appearance of the bus station.

2. Litter Management and Public Bins:
- Littering has become a significant issue across Medway, particularly in the areas listed above. Is the council committed to installing more rubbish bins in neighborhoods, urban areas, and public spaces where there is a clear lack of public litter bins, including Gillingham High Street?
- What strategies or plans does Medway Council have for increasing the number of litter bins in areas prone to littering?
- Has there been any recent evaluation or public consultation regarding the placement and adequacy of litter bins in Medway, specifically at Gillingham High Street?

Medway Council provide monitoring of street cleansing across Medway, this includes litter bin provisions. Litter bins are installed following a range of requirements set out by legislation set by DEFRA including footfall and surrounding litter bin provisions. Gillingham High Street currently has sufficient litter bin provisions for residents. Medway Council work closely with Medway Norse where areas of litter are identified, if littering cannot be resolved via street cleansing interventions, a litter bin assessment is carried out.

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3. CCTV and Lighting:
- Given the lack of CCTV and lighting, which contributes to unnoticed littering and crime, particularly at Great Lines Heritage Park where it's pitch black at night, what plans does the council have to improve CCTV coverage and lighting in these areas?
- Is there a strategy or budget allocated for enhancing safety through better lighting and surveillance, especially in areas known for safety and littering issues?
- Can you provide details on any past or upcoming projects aimed at increasing CCTV and lighting infrastructure in these public spaces?

Chatham Waterfront Bus Station - CCTV present

Medway Park Gillingham: No current CCTV, a rapid deployment camera has been previously installed however the volume of anti-social reports received by Medway Council did not make it justifiable and proportionate for the camera to remain. The volume of reports received for this location has remained low throughout 2024 and 2025 however we will continue to monitor and will react with the installation of a rapid deployment camera should intelligence suggest it is required.

Chatham Military Road: 2 x CCTV cameras in operation

"The Paddock" park at Globe Lane: 3 x CCTV cameras in operation

Gillingham High Street: Multiple CCTV cameras in operation

Great Lines Heritage Park: 2 x CCTV cameras are currently in operation with an additional camera to be installed shortly

The persistent litter problem, combined with poor visibility and lack of surveillance, not only blights the local environment but also increases crime and makes these areas unwelcoming and unsafe for residents and visitors. I am keen to understand what measures are in place or planned to tackle these multifaceted issues.

I trust this information is to your satisfaction, however, if you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within 40 working days of the date of receipt of the response to your original letter and should be addressed to:

Head of information Governance,
Medway Council, Gun Wharf,
Dock Road, Chatham,
Kent, ME4 4TR
freedom@medway.gov.uk.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.